

Connecting via Winsock to Dialog

Logging in to Dialog

Trying 31060000009999...Open

DIALOG INFORMATION SERVICES

PLEASE LOGON:

\*\*\*\*\*

ENTER PASSWORD:

\*\*\*\*\*

Welcome to DIALOG

Dialog level 02.11.01D

Last logoff: 20nov02 16:23:26

Logon file405 26nov02 15:44:38

\*\*\* ANNOUNCEMENT \*\*\*

\*\*\*

--File 515 D&B Dun's Electronic Business Directory is now online completely updated and redesigned. For details, see HELP NEWS 515.

\*\*\*

--File 990 - NewsRoom now contains May 2002 to present records.  
File 993 - NewsRoom archive contains 2002 records from January 2002-April 2002. To search all 2002 records, BEGIN 990,993 or B NEWS2002.

\*\*\*

--Alerts have been enhanced to allow a single Alert profile to be stored and run against multiple files. Duplicate removal is available across files and for up to 12 months. The Alert may be run according to the file's update frequency or according to a custom calendar-based schedule. There are no additional prices for these enhanced features. See HELP ALERT for more information.

\*\*\*

--U.S. Patents Fulltext (File 654) has been redesigned with new search and display features. See HELP NEWS 654 for information.

\*\*\*

--Connect Time joins DialUnits as pricing options on Dialog. See HELP CONNECT for information.

\*\*\*

--CLAIMS/US Patents (Files 340,341, 942) have been enhanced with both application and grant publication level in a single record. See HELP NEWS 340 for information.

\*\*\*

--SourceOne patents are now delivered to your email inbox as PDF replacing TIFF delivery. See HELP SOURCE1 for more information.

\*\*\*

--Important news for public and academic libraries. See HELP LIBRARY for more information.

\*\*\*

--Important Notice to Freelance Authors--  
See HELP FREELANCE for more information

\*\*\*

For information about the access to file 43 please see Help News43.

\*\*\*

NEW FILES RELEASED

\*\*\*Dialog NewsRoom - Current 3-4 months (File 990)

\*\*\*Dialog NewsRoom - 2002 Archive (File 993)

\*\*\*Dialog NewsRoom - 2001 Archive (File 994)

\*\*\*Dialog NewsRoom - 2000 Archive (File 995)

\*\*\*TRADEMARKSCAN-Finland (File 679)

\*\*\*TRADEMARKSCAN-Norway (File 678)  
\*\*\*TRADEMARKSCAN-Sweden (File 675)

\*\*\*

#### UPDATING RESUMED

\*\*\*Delphes European Business (File 481)

\*\*\*

#### RELOADED

\*\*\*D&B Dun's Electronic Business Directory (File 515)

\*\*\*U.S. Patents Fulltext 1976-current (File 654)

\*\*\*Population Demographics (File 581)

\*\*\*Kompass Western Europe (File 590)

\*\*\*D&B - Dun's Market Identifiers (File 516)

#### REMOVED

##### CSA Files:

\*\*\*Abstracts in New Technologies and Engineering (File 238)

\*\*\*Aerospace Database (File 108)

\*\*\*Aluminium Industry Abstracts (File 33)

\*\*\*Applied Social Sciences Index and Abstracts (File 232)

\*\*\*Aquatic Sciences and Fisheries Abstracts (File 44)

\*\*\*ARTbibliographies Modern (File 56)

\*\*\*Ceramic Abstracts (File 335)

\*\*\*Conference Papers Index (File 77)

\*\*\*Engineered Materials Abstracts (File 293)

\*\*\*ISMEC: Mechanical Engineering Abstracts (File 14)

\*\*\*Life Sciences Collection (File 76)

\*\*\*Linguistics and Language Behavior Abstracts (File 36)

\*\*\*LISA (Library & Information Science Abstracts) (File 61)

\*\*\*Materials Business File (File 269)

\*\*\*METADEX: Metals Science (File 32)

\*\*\*Oceanic Abstracts (File 28)

\*\*\*Pollution Abstracts (File 41)

\*\*\*Sociological Abstracts (File 37)

\*\*\*Water Resources Abstracts (File 117)

##### Other files:

\*\*\*Chicago Tribune (File 632)

\*\*\*Fort Lauderdale Sun Sentinel (File 497)

\*\*\*The Orlando Sentinel (File 705)

\*\*\*Newport News Daily Press (File 747)

\*\*\*U.S. Patents Fulltext 1980-1989 (File 653)

\*\*\*Washington Post (File 146)

\*\*\*Books in Print (File 470)

\*\*\*Court Filings (File 793)

\*\*\*Publishers, Distributors & Wholesalers of the U.S. (File 450)

\*\*\*State Tax Today (File 791)

\*\*\*Tax Notes Today (File 790)

\*\*\*Worldwide Tax Daily (File 792)

\*\*\*New document supplier\*\*\*

IMED has been changed to INFOTRIE (see HELP OINFOTRI)

>>> Enter BEGIN HOMEBASE for Dialog Announcements <<<

>>> of new databases, price changes, etc. <<<

\*\*\*\*

FTEXT1 is set ON as an alias for 15,16,148,160,275,621.

FTEXT2 is set ON as an alias for 9,20,476,610,613,624,634,636,810,813.

NFTEXT is set ON as an alias for 2,35,65,77,99,233,256,278,474,475,583.

\* \*\*

\*\*

SYSTEM:HOME

Cost is in DialUnits

Menu System II: D2 version 1.7.8 term=ASCII

\*\*\* DIALOG HOMEBASE(SM) Main Menu \*\*\*

Information:

1. Announcements (new files, reloads, etc.)
2. Database, Rates, & Command Descriptions
3. Help in Choosing Databases for Your Topic
4. Customer Services (telephone assistance, training, seminars, etc.)
5. Product Descriptions

Connections:

6. DIALOG(R) Document Delivery
7. Data Star(R)

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/H = Help

/L = Logoff

/NOMENU = Command Mode

Enter an option number to view information or to connect to an online service. Enter a BEGIN command plus a file number to search a database (e.g., B1 for ERIC).

? b 410

```
26nov02 15:44:39 User264778 Session D98.1
      $0.00      0.168 DialUnits FileHomeBase
$0.00 Estimated cost FileHomeBase
$0.00 Estimated cost this search
$0.00 Estimated total session cost      0.168 DialUnits
```

File 410:Chronolog(R) 1981-2002/Nov  
(c) 2002 The Dialog Corporation

Set Items Description

--- -----

? set hi ;set hi

HIGHLIGHT set on as ''

HIGHLIGHT set on as ''

? b ftext1, ftext2,

77,35,583,2,65,233,99,473,474,475,256,278,635,570,PAPERSSMJ,PAPERSEU

>>>"PAPERSSMJ" is not a valid category or service name

>>> 77 does not exist

>>> 278 does not exist

>>>2 of the specified files are not available

```
26nov02 15:46:54 User264778 Session D98.2
      $0.00      0.072 DialUnits File410
$0.00 Estimated cost File410
$0.65 TELNET
$0.65 Estimated cost this search
$0.65 Estimated total session cost      0.240 DialUnits
```

SYSTEM:OS - DIALOG OneSearch

File 15:ABI/Inform(R) 1971-2002/Nov 26

(c) 2002 ProQuest Info&Learning

\*File 15: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.

File 16:Gale Group PROMT(R) 1990-2002/Nov 26

(c) 2002 The Gale Group

\*File 16: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.

File 148:Gale Group Trade & Industry DB 1976-2002/Nov 26

(c)2002 The Gale Group

\*File 148: Alert feature enhanced for multiple files, duplicate removal, customized scheduling. See HELP ALERT.

File 160:Gale Group PROMT(R) 1972-1989

(c) 1999 The Gale Group

File 275:Gale Group Computer DB(TM) 1983-2002/Nov 26

(c) 2002 The Gale Group  
 File 621:Gale Group New Prod.Annou.(R) 1985-2002/Nov 22  
 (c) 2002 The Gale Group  
 File 9:Business & Industry(R) Jul/1994-2002/Nov 25  
 (c) 2002 Resp. DB Svcs.  
 File 20:Dialog Global Reporter 1997-2002/Nov 26  
 (c) 2002 The Dialog Corp.  
 File 476:Financial Times Fulltext 1982-2002/Nov 22  
 (c) 2002 Financial Times Ltd  
 File 610:Business Wire 1999-2002/Nov 26  
 (c) 2002 Business Wire.  
 \*File 610: File 610 now contains data from 3/99 forward.  
 Archive data (1986-2/99) is available in File 810.  
 File 613:PR Newswire 1999-2002/Nov 26  
 (c) 2002 PR Newswire Association Inc  
 \*File 613: File 613 now contains data from 5/99 forward.  
 Archive data (1987-4/99) is available in File 813.  
 File 624:McGraw-Hill Publications 1985-2002/Nov 01  
 (c) 2002 McGraw-Hill Co. Inc  
 File 634:San Jose Mercury Jun 1985-2002/Nov 24  
 (c) 2002 San Jose Mercury News  
 File 636:Gale Group Newsletter DB(TM) 1987-2002/Nov 26  
 (c) 2002 The Gale Group  
 File 810:Business Wire 1986-1999/Feb 28  
 (c) 1999 Business Wire  
 File 813:PR Newswire 1987-1999/Apr 30  
 (c) 1999 PR Newswire Association Inc  
 File 35:Dissertation Abs Online 1861-2002/Oct  
 (c) 2002 ProQuest Info&Learning  
 File 583:Gale Group Globalbase(TM) 1986-2002/Nov 26  
 (c) 2002 The Gale Group  
 File 2:INSPEC 1969-2002/Nov W4  
 (c) 2002 Institution of Electrical Engineers  
 \*File 2: Alert feature enhanced for multiple files, duplicates  
 removal, customized scheduling. See HELP ALERT.  
 File 65:Inside Conferences 1993-2002/Nov W4  
 (c) 2002 BLDSC all rts. reserv.  
 File 233:Internet & Personal Comp. Abs. 1981-2002/Nov  
 (c) 2002 Info. Today Inc.  
 File 99:Wilson Appl. Sci & Tech Abs 1983-2002/Oct  
 (c) 2002 The HW Wilson Co.  
 File 473:FINANCIAL TIMES ABSTRACTS 1998-2001/APR 02  
 (c) 2001 THE NEW YORK TIMES  
 \*File 473: This file will not update after March 31, 2001.  
 It will remain on Dialog as a closed file.  
 File 474:New York Times Abs 1969-2002/Nov 25  
 (c) 2002 The New York Times  
 File 475:Wall Street Journal Abs 1973-2002/Nov 25  
 (c) 2002 The New York Times  
 File 256:SoftBase:Reviews,Companies&Prods. 82-2002/Oct  
 (c)2002 Info.Sources Inc  
 File 635:Business Dateline(R) 1985-2002/Nov 26  
 (c) 2002 ProQuest Info&Learning  
 File 570:Gale Group MARS(R) 1984-2002/Nov 26  
 (c) 2002 The Gale Group  
 File 477:Irish Times 1999-2002/Nov 26  
 (c) 2002 Irish Times  
 File 710:Times/Sun.Times(London) Jun 1988-2002/Nov 26  
 (c) 2002 Times Newspapers  
 File 711:Independent(London) Sep 1988-2002/Nov 26  
 (c) 2002 Newspaper Publ. PLC  
 \*File 711: Use File 757 for full current day's news of the Independent, as  
 as well as full coverage of many additional European news sources.  
 File 756:Daily/Sunday Telegraph 2000-2002/Nov 26

Set	Items	Description
?	s	(sign or card or placard or billboard or signboard) (5n) (URL or website or (web(w)(address or site or page)))
>>>Unmatched parentheses		
?	s	(sign or card or placard or billboard or signboard) (5n) (URL or website or (web(w)(address or site or page)))
Processing		
Processing		
Processing		
Processed	10 of 33 files ...	
Processing		
Processed	20 of 33 files ...	
Processing		
Completed processing all files		
	1687348	SIGN
	1831907	CARD
	7948	PLACARD
	117824	BILLBOARD
	2213	SIGNBOARD
	980139	URL
	1644919	WEBSITE
	6660086	WEB
	2648588	ADDRESS
	6952136	SITE
	3130011	PAGE
	4062938	WEB(W)((ADDRESS OR SITE) OR PAGE)
S1	17352	(SIGN OR CARD OR PLACARD OR BILLBOARD OR SIGNBOARD) (5N) (URL OR WEBSITE OR (WEB(W)(ADDRESS OR SITE OR PAGE)))
?	s s1 and ((real(w)estate) or (classified(w)(ad or advert?)) and py<2000	
>>>Unmatched parentheses		
?	s s1 and ((real(w)estate) or (classified(w)(ad or advert?)) and py<2000)	
Processing		
Processing		
Processing		
Processing		
Processing		
Processed	10 of 33 files ...	
Processing		
Processing		
Processing		
Processed	20 of 33 files ...	
Processing		
Processed	30 of 33 files ...	
Completed processing all files		
	17352	S1
	6125148	REAL
	2104074	ESTATE
	1710300	REAL(W)ESTATE
	592132	CLASSIFIED
	1413567	AD
	4773024	ADVERT?
	28713	CLASSIFIED(W)(AD OR ADVERT?)
	59349949	PY<2000
S2	478	S1 AND ((REAL(W)ESTATE) OR (CLASSIFIED(W)(AD OR ADVERT?)) AND PY<2000)
?	s s2 and (unique(w)(ID or identifier or code or key or MLS)	
>>>Unmatched parentheses		
?	s s2 and (unique(w)(ID or identifier or code or key or MLS))	
Processing		

Processed 10 of 33 files ...  
Completed processing all files

478 S2  
2574610 UNIQUE  
557007 ID  
20899 IDENTIFIER  
1828197 CODE  
5490472 KEY  
19374 MLS  
7088 UNIQUE(W) (((ID OR IDENTIFIER) OR CODE) OR KEY) OR MLS)  
S3 0 S2 AND (UNIQUE(W) (ID OR IDENTIFIER OR CODE OR KEY OR  
MLS))

? s s2 and ((unique or assign? or individual or distinct? or own) (5n) (ID or  
identifier or code or key or MLS))

Processing

Processing

Processed 10 of 33 files ...

Processing

Processed 20 of 33 files ...

Completed processing all files

478 S2  
2574610 UNIQUE  
1303301 ASSIGN?  
2979938 INDIVIDUAL  
1066467 DISTINCT?  
7255220 OWN  
557007 ID  
20899 IDENTIFIER  
1828197 CODE  
5490472 KEY  
19374 MLS  
110851 (((UNIQUE OR ASSIGN?) OR INDIVIDUAL) OR DISTINCT?) OR  
OWN) (5N) (((ID OR IDENTIFIER) OR CODE) OR KEY) OR MLS)  
S4 7 S2 AND ((UNIQUE OR ASSIGN? OR INDIVIDUAL OR DISTINCT? OR  
OWN) (5N) (ID OR IDENTIFIER OR CODE OR KEY OR MLS))

? t 4/3,k/all

4/3,K/1 (Item 1 from file: 15)  
DIALOG(R) File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

02232695 83684747  
Taking a closer look at multimedia in action  
Fleischer, Joe; Hersch, Warren S; Hollman, Lee  
Call Center Magazine v14n10 PP: 22-32 Oct 2001  
ISSN: 1064-5543 JRNL CODE: CCMA  
WORD COUNT: 3771

...TEXT: operations center in Minneapolis.

Unlike promotional e-mail messages involving frequent-flyer miles, which  
customers **sign** up for from Northwest's **Web site**, the  
notification service is available to all customers who arrange flights  
through the airline's...left for the airport.

Agents at Coldwater Creek's call center in Coeur d'Alene, **ID**, work  
from their **own** cubicles, instead of moving to different desks from  
one shift to the next.

"We have...

... office employs 14 agents who provide technical support to US franchise  
businesses, including Century 21 **Real Estate** and Mail Boxes  
Etc. Agents answer more than 2,000 calls each month.

Unlike many...

4/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

02179097 74107380  
Connecting with CoStar's Andrew Florance  
Webb, Bailey  
National Real Estate Investor v43n6 PP: 96-99 Jun 2001  
ISSN: 0027-9994 JRNL CODE: NRE  
WORD COUNT: 2382

...ABSTRACT: of CoStar Group, are provided. Florance is fashioning CoStar into one of the most successful **real estate** online ventures around, regardless of industry sector. The company is poised for profitability by the...

...TEXT: foresight to start a legitimate business, much less a company that eventually grows into commercial **real estate** 's dominant information source. As an aside, Florance, CoStar Group's CEO, admits that he...

... married this fall, and San Francisco, Florance took a few minutes to discuss CoStar and e- **\*\*\*real\*\*\*** **\*\*\*estate\*\*\*** with RETech.

RETech: Tell us about CoStar Connect and how it changes and improves the...

...others.

What they offered as a value proposition was a simple interface where you could **\*\*\*key\*\*\*** your **\*\*\*own\*\*\*** listings into your **\*\*\*own\*\*\*** Web site. That was good stuff for 1995 and 1996, and it was affordable. For...

... trying to reach the CEO who's driving down the street and sees the leasing **sign** that has a **Web address** on it, and he wants to browse the property. That's a real novice, and...What's the next stage?

Florance: Bank of America said there were about 450 **e-real estate** companies in our space at the end of '99, and they now say there are...

...DESCRIPTORS: **\*\*\*Real\*\*\*** **\*\*\*estate\*\*\*** ;

4/3,K/3 (Item 1 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

14003842 SUPPLIER NUMBER: 79803149 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Products.(Buyers Guide)(Directory)  
School Planning and Management, 40, 9, 12  
Sept, 2001  
DOCUMENT TYPE: Buyers Guide Directory ISSN: 1086-4628 LANGUAGE:  
English RECORD TYPE: Fulltext  
WORD COUNT: 27565 LINE COUNT: 02872

... key. Our locks accept a private code (up to 5 digits). Set and select your **\*\*\*own\*\*\*** **\*\*\*code\*\*\*** when the lock is installed. Simply press in the correct code to gain access--no...reassembled into various configurations, ideal for long and short-term applications.

Starr Industries

Camden, MI  
**REAL ESTATE** DEVELOPMENT/STUDENT HOUSING  
Ambling Companies, Inc.  
Valdosta, GA, 229/244-2800

<http://www.ambling.com>...well as bulletin boards and displays.

Company also offers a full range of services including **sign** planning,  
design consultation & installation. \*\*\*Website\*\*\* offers full product  
information & free \*\*\*sign\*\*\* making software.

ASI Sign Systems  
Dallas, TX  
Berloc Mfg./Sign Co.  
North Hollywood, CA  
Best...

4/3,K/4 (Item 2 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

13590325 SUPPLIER NUMBER: 76157993 (USE FORMAT 7 OR 9 FOR FULL TEXT)  
Connecting with CoStar's` Andrew Florance.(Brief Article)  
webb, bailey  
National Real Estate Investor, 43, 6, 96  
June, 2001  
DOCUMENT TYPE: Brief Article ISSN: 0027-9994 LANGUAGE: English  
RECORD TYPE: Fulltext  
WORD COUNT: 2528 LINE COUNT: 00187

... foresight to start a legitimate business, much less a company that  
eventually grows into commercial **real estate**'s dominant  
information source. As an aside, Florance, CoStar Group's CEO, admits that  
he...

...this fall, and San Francisco, Florance took a few minutes to discuss  
CoStar and e- \*\*\*real\*\*\* \*\*\*estate\*\*\* with RETech.  
RETech: Tell us about CoStar Connect and how it changes and improves  
the...

...others.

What they offered as a value proposition was a simple interface  
where you could **key** your **own** listings into your **own** Web  
site. That was good stuff for 1995 and 1996, and it was affordable. For...

...trying to reach the CEO who's driving down the street and sees the  
leasing **sign** that has a **Web address** on it, and he wants  
to browse the property. That's a real novice, and...What's the next stage?

Florance: Bank of America said there were about 450 e-**real**  
**estate** companies in our space at the end of '99, and they now say  
there are...

...INDUSTRY CODES/NAMES: REAL \*\*\*Real\*\*\* \*\*\*Estate\*\*\*  
DESCRIPTORS: \*\*\*Real\*\*\* \*\*\*estate\*\*\* industry...

... \*\*\*Real\*\*\* \*\*\*estate\*\*\* agents and brokers  
PRODUCT/INDUSTRY NAMES: 6500000 ( \*\*\*Real\*\*\* \*\*\*estate\*\*\* ); ...

...6531100 ( \*\*\*Real\*\*\* \*\*\*Estate\*\*\* Agents & Brokers)  
NAICS CODES: 53 **Real Estate** and Rental and Leasing; 53121  
Offices of **Real Estate** Agents and Brokers

4/3,K/5 (Item 1 from file: 20)  
DIALOG(R)File 20:Dialog Global Reporter  
(c) 2002 The Dialog Corp. All rts. reserv.



10490403 (USE FORMAT 7 OR 9 FOR FULLTEXT)  
Makepeace Capital Corp. Acquires an Equity Stake in HomeCaravan.Com, a  
Mortgage Web Site Provider  
BUSINESS WIRE  
April 10, 2000  
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT  
WORD COUNT: 344

... acquired an equity stake in HomeCaravan.Com (HomeCaravan), a home  
mortgage, auto loan, and credit \*\*\*card\*\*\* \*\*\*web\*\*\* \*\*\*site\*\*\*  
provider.

President and CEO W. Ross C. Corace commented: "This company was  
recently introduced to...

... when our company is rapidly expanding into E-Commerce strategic  
acquisitions. HomeCaravan has developed a \*\*\*unique\*\*\* source \*\*\*code\*\*\*  
and recently executed an agreement with a substantial national mortgage  
provider. We are pleased to...

NAICS CODES/DESCRIPTIONS: 52221 (Credit Card Issuing); 4411 (Automobile  
Dealers); 522292 (Real Estate Credit)

4/3,K/6 (Item 1 from file: 610)  
DIALOG(R)File 610:Business Wire  
(c) 2002 Business Wire. All rts. reserv.

00252157 20000410101B2615 (USE FORMAT 7 FOR FULLTEXT)  
Makepeace Capital Corp. Acquires an Equity Stake in HomeCaravan.Com, a  
Mortgage Web Site Provider  
Business Wire  
Monday, April 10, 2000 08:27 EDT  
JOURNAL CODE: BW LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 369

TEXT:

...acquired an equity stake in HomeCaravan.Com (HomeCaravan),  
a home mortgage, auto loan, and credit **card web site**  
provider.

President and CEO W. Ross C. Corace commented: "This company was recently  
introduced to...

...when our company is rapidly expanding into  
E-Commerce strategic acquisitions. HomeCaravan has developed a \*\*\*unique\*\*\*  
source  
**code** and recently executed an agreement with a substantial national  
mortgage  
provider. We are pleased to...

...822-8274 (toll-free)  
gsmolen99@yahoo.com

KEYWORD: COLORADO  
INDUSTRY KEYWORD: E-COMMERCE  
INTERNET  
BANKING  
**REAL**  
**ESTATE**  
AUTOMOTIVE  
MERGERS/ACQ

4/3,K/7 (Item 1 from file: 613)  
DIALOG(R)File 613:PR Newswire  
(c) 2002 PR Newswire Association Inc. All rts. reserv.

00174465 19990909HSCPR (USE FORMAT 7 FOR FULLTEXT)  
PR Newswire High Technology Summary Thursday, September 9, 1999  
PR Newswire  
Thursday, September 9, 1999 15:40 EDT  
JOURNAL CODE: PR LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT  
DOCUMENT TYPE: NEWSWIRE  
WORD COUNT: 5,634

...CA-Home-Account  
(EMERYVILLE) Home Account Enables Card Issuers to Manage Internet  
Access to Multiple Card Portfolios Through a Single Web  
Site;

LATH027 09/09/1999 08:04 r v bc-CA-Home-Account-list  
(WASHINGTON) Home...Systems Business Alliance

NYTH071 09/09/1999 12:30 r n bc-MI-new-area-code  
(WASHINGTON) New Area Code Assigned to Michigan's 517  
Calling Area;  
989 Will Be New Area Code in Geographic Split...  
...Outstanding Performance

SFTH063 09/09/1999 13:31 r f bc-CA-HomeGain.com  
(EMERYVILLE) Real Estate Offices Nationwide Place Entire  
Agent Roster on HomeGain.com

DCTH044 09/09/1999 13:38...  
? t 4/9/2

4/9/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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02179097 74107380  
Connecting with CoStar's Andrew Florance  
Webb, Bailey  
National Real Estate Investor v43n6 PP: 96-99 Jun 2001 ISSN: 0027-9994  
JRNL CODE: NRE  
DOC TYPE: Periodical; Interview LANGUAGE: English RECORD TYPE: Fulltext  
LENGTH: 4 Pages  
SPECIAL FEATURE: Photograph  
WORD COUNT: 2382

ABSTRACT: Excerpts from an interview with Andrew Florance, CEO of CoStar Group, are provided. Florance is fashioning CoStar into one of the most successful **real estate** online ventures around, regardless of industry sector. The company is poised for profitability by the end of 2001. Its research force, now 600 strong, maintains perhaps the most comprehensive and up-to-date source for property information available. Continuous quality improvement is the company's number one focus. The company is the leading player in the market, and 35,000 brokers are under contract, purchasing its products and information services.

TEXT: CoStar Group has taken a dominant position in online data and listings. Is CoStar the 800-pound gorilla?

Andrew Florance looks back on CoStar's origins -- his Princeton dorm room circa 1986 - and jokingly asks, "What was I thinking?" Not many college juniors have the foresight to start a legitimate business, much less a

company that eventually grows into commercial **real estate's** dominant information source. As an aside, Florance, CoStar Group's CEO, admits that he did actually have some fun in college.

Now, Florance is having an equally good time fashioning CoStar into one of the most successful online ventures around, regardless of industry sector. The company is poised for profitability - yes, real profits - by the end of 2001. Its research force, now 600 strong, maintains perhaps the most comprehensive and up-to-date source for property information available.

Between trips to Scotland, where he's getting married this fall, and San Francisco, Florance took a few minutes to discuss CoStar and e-**real** \*\*\*estate\*\*\* with RETech.

RETech: Tell us about CoStar Connect and how it changes and improves the services CoStar offers.

Andrew Florence: We have a number of products we've developed over the years. Pretty early on, you can get a sense as to which products are going to be extraordinarily popular, and this is one of them. It's a simple concept that's compelling to a brokerage firm. Version 1 of CoStar Connect is just the beginning of a whole new philosophy of product that basically enhances our brokerage clients' ability to communicate with all their different constituencies professionally, effectively and cost efficiently.

We've planned Version 2, Version 3 and Version 4 of Connect, integrating with various products, but we'll focus on Version 1.

If you pull up any given brokerage firm's Web site in the United States, you'll find that less than 30% of their listings are accurately reflected. As well, the software interface is generally pretty rudimentary, and generally there won't be images of the properties. Sometimes there will be, sometimes there won't, and the images will be of different quality.

There was a first generation of software that came out in 1995 and 1996, like LoopLink. Market-toMarket came out in '98, and there were a couple other variations of that, such as Compro and others.

What they offered as a value proposition was a simple interface where you could \*\*\*key\*\*\* your \*\*\*own\*\*\* listings into your \*\*\*own\*\*\* Web site. That

was good stuff for 1995 and 1996, and it was affordable. For a couple hundred dollars a month, brokerage firms could get their listings up on their site and not have to hire a software developer to do it.

But people discovered that kind of solution doesn't work because, even if you're a mid-size brokerage firm, your brokers are basically independent contractors. They come and go as they please. They have all kinds of things to do.

If you've got a broker who brings in \$1 million in commissions a year, trying to get that broker to take a camera out and photograph all the listings, scan the photo, upload it to the Web and key in all the data and update it every 30 days is worse than herding cats. It's not going to happen, and the concept of a manager firing that broker because he didn't take that camera out and take the pictures is absurd. That broker can do anything he wants.

That's where the huge flaw exists in the first-generation systems. You can have great fun with it. You go into a big brokerage firm and they say they have their listings on the Web, and you pull them up and they're all wrong and out of date. It's a problem.

What we specialize in as a company is trying to build a relationship with that million-dollar producer, find out where they are, and get the information from them. We go out in the field and take the photo for that

million-dollar producer. If we can't get that million-dollar producer, we hunt down his assistant. We hunt down anyone who knows anything about that listing, and we get the information in there on a timely basis and think about that all day. That's what we're paid to do.

CoStar Connect brings out a second generation of software that is much more user-friendly for marketing your own listings on your own site. We're giving our customers the assurance that all of their inventory is up there, that it is proactively managed, that high-quality images are up there. It's really cutting-edge technology.

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RETech: CoStar experienced an acquisition flurry a few years ago, and now we see another flurry of M&A activity, as well as a few companies falling by the wayside. What's the next stage?

Florance: Bank of America said there were about 450 **e-real estate** companies in our space at the end of '99, and they now say there are less than 150. You're talking about amazing attrition.

We acquired 15 companies over the past 10 years. Everyone that got in trouble in the past 18 months sent their business plan our way. I've literally seen 30-plus business plans from companies that are falling by the wayside. I think we're ending one period, and we're not quite out of it yet. The next phase hasn't arrived.

I'll break the cycle into three phases. There was a period when the first wave of consolidation went on, and we acquired Jamison, Lease Trend, Chicago Resource, Comps, - we were out there acquiring companies that had revenue. We were buying those companies for a multiple of 2.5- to three-times revenue. So all the companies we bought gave us data, gave us clients and gave us revenue.

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We're doing that in a number of ways. To put things in perspective, two years ago we had 120 researchers. As you can appreciate, any time you go from 120 researchers to 600 in a two-year period, you've got to build your best and brightest managers, invest in your people, train them and bring them along. They need time to develop relationships with the brokers out there across the United States. Continuous quality improvement is our No. 1 focus. We think that we've been fortunate as a company.

The industry has given us the opportunity to be the leading player in the market, and 35,000 brokers are under contract, purchasing our products and information services. We take that responsibility and our role seriously, and work our hearts out to deliver to the brokers the quality they deserve for what they're paying in fees. Cp

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COMPANY NAMES:

CoStar Group Inc ( NAICS:514210; 511140)

GEOGRAPHIC NAMES: United States; US

DESCRIPTORS: Electronic commerce; **Real estate**; Success; Chief executive officers; Product development

CLASSIFICATION CODES: 5250 (CN=Telecommunications systems & Internet communications); 9190 (CN=United States); 2120 (CN=Chief executive officer); 7500 (CN=Product planning & development)

PERSONAL NAMES: Florance, Andrew

PRINT MEDIA ID: 22322

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Set	Items	Description
S1	17352	(SIGN OR CARD OR PLACARD OR BILLBOARD OR SIGNBOARD) (5N) (- URL OR WEBSITE OR (WEB(W) (ADDRESS OR SITE OR PAGE)))
S2	478	S1 AND ((REAL(W) ESTATE) OR (CLASSIFIED(W) (AD OR ADVERT?)) - AND PY<2000)
S3	0	S2 AND (UNIQUE(W) (ID OR IDENTIFIER OR CODE OR KEY OR MLS))
S4	7	S2 AND ((UNIQUE OR ASSIGN? OR INDIVIDUAL OR DISTINCT? OR O- WN) (5N) (ID OR IDENTIFIER OR CODE OR KEY OR MLS))
S5	2132	COSTAR AND PY<2000
S6	0	S5 AND ((WEB(W) ADDRESS) (10N) (MLS OR NUMBER OR KEY OR CODE OR ID OR IDENTI?))
S7	5	S5 AND ((WEB(W) ADDRESS) AND (MLS OR NUMBER OR KEY OR CODE - OR ID OR IDENTI?))
S8	2160	(CLASSIFIED(W) AD?) AND (WEB OR WEBSITE OR WEBPAGE OR INTER- NET OR ONLINE) AND PY<2000
S9	3878	(CLASSIFIED(W) ADVERT?) AND (WEB OR WEBSITE OR WEBPAGE OR I- NTERNET OR ONLINE) AND PD<20000801
S10	839	S9 AND (CODE OR KEY OR ID OR IDENTIFIER OR PIN)
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>>>Unmatched parentheses		
? s ((CLASSIFIED(W) ADvert?) (5n) ((WEB OR WEBSITE OR WEBPAGE OR INTERNET OR ONLINE) (7n) (code or key or ID or identif? or PIN)) and py<2000)		
Processing		
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Processed 10 of 33 files ...		
Processing		
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Processed 20 of 33 files ...		
Processing		
Processed 30 of 33 files ...		
Completed processing all files		
	592132	CLASSIFIED
	4773024	ADVERT?
	6660086	WEB
	1644919	WEBSITE
	5250	WEBPAGE
	6739715	INTERNET
	3867475	ONLINE
	1828197	CODE
	5490472	KEY
	557007	ID
	3850126	IDENTIF?
	323460	PIN
	10	CLASSIFIED (W) ADVERT? (5N) ((( (WEB OR WEBSITE) OR WEBPAGE) OR INTERNET) OR ONLINE) (7N) ((( (CODE OR KEY) OR ID) OR IDENTIF?) OR PIN)
	59349949	PY<2000
S11	8	((CLASSIFIED(W) ADVERT?) (5N) ((WEB OR WEBSITE OR WEBPAGE OR INTERNET OR ONLINE) (7N) (CODE OR KEY OR ID OR IDENTIF? OR PIN)) AND PY<2000)

? t 11/3,k/all

11/3,K/1 (Item 1 from file: 15)  
DIALOG(R) File 15:ABI/Inform(R)  
(c) 2002 ProQuest Info&Learning. All rts. reserv.

01447016 00-98003  
Attitude adjustment  
Levins, Hoag  
Editor & Publisher v130n26 PP: 44-45 Jun 28, 1997  
ISSN: 0013-094X JRNL CODE: EDP  
WORD COUNT: 1144

...TEXT: FOR UPGRADES

Others reported that some newspaper companies that previously created and launched their own **online classified advertising** systems were shopping Nexpo to **identify** the best way to upgrade to larger and more sophisticated systems.

"A good number of...

11/3,K/2 (Item 2 from file: 15)  
DIALOG(R)File 15:ABI/Inform(R)  
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01385541 00-36528  
What's the net worth?  
Porter, Margo Vanover  
Association Management v49n3 PP: 35-41 Mar 1997  
ISSN: 0004-5578 JRNL CODE: AMG  
WORD COUNT: 2063

...TEXT: margin."

3. Classified ads. With Today's Realtor Online, advertisers can buy positions in an **\*\*\*online\*\*\*** **\*\*\*classified\*\*\*** **\*\*\*advertising\*\*\*** section. By purchasing a **key** word in the search engine of the classified section, a company can ensure that it...

11/3,K/3 (Item 1 from file: 16)  
DIALOG(R)File 16:Gale Group PROMT(R)  
(c) 2002 The Gale Group. All rts. reserv.

05612332 Supplier Number: 48491466 (USE FORMAT 7 FOR FULLTEXT)  
AutoConnect Advances Internet Business Opportunities for Auto Dealers  
World's Largest Pre-owned Automotive Web Site Offers Dealers the Best Value on the Internet  
PR Newswire, p519ATTU010  
May 19, 1998  
Language: English Record Type: Fulltext  
Document Type: Newswire; Trade  
Word Count: 1721

... Inc. (NYSE: AUD) (ADP), AutoConnect's products provide the best value for dealers on the **\*\*\*Internet\*\*\***. For dealers, AutoConnect is distinguished by five **key** advantages:

- \* Participation in the **classified advertising** program is free,  
non-exclusive and largely automated;

- \* Leads to potential local customers are free...

19980519

11/3,K/4 (Item 1 from file: 148)



DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

10630008        SUPPLIER NUMBER: 20612436        (USE FORMAT 7 OR 9 FOR FULL TEXT)  
AutoConnect Advances Internet Business Opportunities for Auto Dealers  
World's Largest Pre-owned Automotive Web Site Offers Dealers the Best  
Value on the Internet  
PR Newswire, p519ATTU010  
May 19, 1998  
LANGUAGE: English        RECORD TYPE: Fulltext  
WORD COUNT: 1827        LINE COUNT: 00160

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19980519

11/3,K/5        (Item 2 from file: 148)  
DIALOG(R)File 148:Gale Group Trade & Industry DB  
(c)2002 The Gale Group. All rts. reserv.

09659553        SUPPLIER NUMBER: 19435600        (USE FORMAT 7 OR 9 FOR FULL TEXT)  
What's the net.worth. (three associations describe their ways of making  
online publishing pay off)  
Porter, Margo Vanover  
Association Management, v49, n3, p35(6)  
March, 1997  
ISSN: 0004-5578        LANGUAGE: English        RECORD TYPE: Fulltext; Abstract  
WORD COUNT: 2743        LINE COUNT: 00220

...        margin."  
3. Classified ads. With Today's Realtor Online, advertisers can buy  
positions in an        \*\*\*online\*\*\*        \*\*\*classified\*\*\*        \*\*\*advertising\*\*\*  
section. By  
purchasing a **key** word in the search engine of the classified section,  
a company can ensure that it...

19970300

11/3,K/6        (Item 1 from file: 621)  
DIALOG(R)File 621:Gale Group New Prod.Annou.(R)  
(c) 2002 The Gale Group. All rts. reserv.

01655829        Supplier Number: 48491466        (USE FORMAT 7 FOR FULLTEXT)  
AutoConnect Advances Internet Business Opportunities for Auto Dealers  
World's Largest Pre-owned Automotive Web Site Offers Dealers the Best  
Value on the Internet  
PR Newswire, p519ATTU010  
May 19, 1998  
Language: English        Record Type: Fulltext  
Document Type: Newswire; Trade  
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DCTH044 09/09/1999 13:38...  
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4/9/2 (Item 2 from file: 15)  
DIALOG(R) File 15:ABI/Inform(R)  
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02179097 74107380  
Connecting with CoStar's Andrew Florance  
Webb, Bailey  
National Real Estate Investor v43n6 PP: 96-99 Jun 2001 ISSN: 0027-9994  
JRNL CODE: NRE  
DOC TYPE: Periodical; Interview LANGUAGE: English RECORD TYPE: Fulltext  
LENGTH: 4 Pages  
SPECIAL FEATURE: Photograph  
WORD COUNT: 2382

ABSTRACT: Excerpts from an interview with Andrew Florance, CEO of CoStar Group, are provided. Florance is fashioning CoStar into one of the most successful **real estate** online ventures around, regardless of industry sector. The company is poised for profitability by the end of 2001. Its research force, now 600 strong, maintains perhaps the most comprehensive and up-to-date source for property information available. Continuous quality improvement is the company's number one focus. The company is the leading player in the market, and 35,000 brokers are under contract, purchasing its products and information services.

TEXT: CoStar Group has taken a dominant position in online data and listings. Is CoStar the 800-pound gorilla?

Andrew Florance looks back on CoStar's origins -- his Princeton dorm room circa 1986 - and jokingly asks, "What was I thinking?" Not many college juniors have the foresight to start a legitimate business, much less a company that eventually grows into commercial **real estate's** dominant information source. As an aside, Florance, CoStar Group's CEO, admits that he did actually have some fun in college.

Now, Florance is having an equally good time fashioning CoStar into one of the most successful online ventures around, regardless of industry sector. The company is poised for profitability - yes, real profits - by the end of 2001. Its research force, now 600 strong, maintains perhaps the most comprehensive and up-to-date source for property information available.

Between trips to Scotland, where he's getting married this fall, and San Francisco, Florance took a few minutes to discuss CoStar and e-**real estate** with RETech.

RETech: Tell us about CoStar Connect and how it changes and improves the services CoStar offers.

Andrew Florence: We have a number of products we've developed over the years. Pretty early on, you can get a sense as to which products are going to be extraordinarily popular, and this is one of them. It's a simple concept that's compelling to a brokerage firm. Version 1 of CoStar Connect is just the beginning of a whole new philosophy of product that basically enhances our brokerage clients' ability to communicate with all their different constituencies professionally, effectively and cost efficiently.

We've planned Version 2, Version 3 and Version 4 of Connect, integrating with various products, but we'll focus on Version 1.

If you pull up any given brokerage firm's Web site in the United States, you'll find that less than 30% of their listings are accurately reflected. As well, the software interface is generally pretty rudimentary, and generally there won't be images of the properties. Sometimes there will be,

sometimes there won't, and the images will be of different quality.

There was a first generation of software that came out in 1995 and 1996, like LoopLink. Market-toMarket came out in '98, and there were a couple other variations of that, such as Comro and others.

What they offered as a value proposition was a simple interface where you could \*\*\*key\*\*\* your \*\*\*own\*\*\* listings into your \*\*\*own\*\*\* Web site. That was good stuff for 1995 and 1996, and it was affordable. For a couple hundred dollars a month, brokerage firms could get their listings up on their site and not have to hire a software developer to do it.

But people discovered that kind of solution doesn't work because, even if you're a mid-size brokerage firm, your brokers are basically independent contractors. They come and go as they please. They have all kinds of things to do.

If you've got a broker who brings in \$1 million in commissions a year, trying to get that broker to take a camera out and photograph all the listings, scan the photo, upload it to the Web and key in all the data and update it every 30 days is worse than herding cats. It's not going to happen, and the concept of a manager firing that broker because he didn't take that camera out and take the pictures is absurd. That broker can do anything he wants.

That's where the huge flaw exists in the first-generation systems. You can have great fun with it. You go into a big brokerage firm and they say they have their listings on the Web, and you pull them up and they're all wrong and out of date. It's a problem.

What we specialize in as a company is trying to build a relationship with that million-dollar producer, find out where they are, and get the information from them. We go out in the field and take the photo for that million-dollar producer. If we can't get that million-dollar producer, we hunt down his assistant. We hunt down anyone who knows anything about that listing, and we get the information in there on a timely basis and think about that all day. That's what we're paid to do.

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They know what they want now. They want more timely information, more comprehensive information, and the standards are ever increasing. We are taking that challenge. Our goal for this year is to improve our data quality by 20% by the end of the year and try to do that every year on out.

At the same time, another primary mission for the company is to keep our prices flat while we continue to improve data quality. I would say the top of my agenda as CEO of CoStar Group is to do what we know we can do, which is improve data quality another 20% to 30% this year and do that without increasing the costs to our clients by \$1.

We're doing that in a number of ways. To put things in perspective, two years ago we had 120 researchers. As you can appreciate, any time you go from 120 researchers to 600 in a two-year period, you've got to build your best and brightest managers, invest in your people, train them and bring them along. They need time to develop relationships with the brokers out there across the United States.

Continuous quality improvement is our No. 1 focus. We think that we've been fortunate as a company.

The industry has given us the opportunity to be the leading player in the market, and 35,000 brokers are under contract, purchasing our products and information services. We take that responsibility and our role seriously, and work our hearts out to deliver to the brokers the quality they deserve for what they're paying in fees. Cp

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COMPANY NAMES:

CoStar Group Inc ( NAICS:514210; 511140)

GEOGRAPHIC NAMES: United States; US

DESCRIPTORS: Electronic commerce; **Real estate**; Success; Chief executive officers; Product development

CLASSIFICATION CODES: 5250 (CN=Telecommunications systems & Internet communications); 9190 (CN=United States); 2120 (CN=Chief executive officer); 7500 (CN=Product planning & development)

PERSONAL NAMES: Florance, Andrew

PRINT MEDIA ID: 22322

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